

RECEIVED

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

SEP 10 2019

PUBLIC SERVICE
COMMISSION

LOWELL DEWAYNE SHEPHERD)
)
 COMPLAINANT)
)
 vs.)
)
 KENTUCKY-AMERICAN WATER COMPANY)
)
 DEFENDANT)

CASE NO. 2019-00259

ANSWER AND MOTION TO DISMISS

Now comes the Defendant, Kentucky-American Water Company (“KAW”), and for its Answer to the June 21, 2019 Complaint in this matter, makes the following admissions, denials, statements and defenses. Further pleading, KAW moves for a dismissal with prejudice of the Complaint.

1. In response to the allegation on the first page of the Complaint concerning Mr. Shepherd’s water usage, KAW states the attached February 14, 2019 bill does indicate 62,084 gallons used during the period January 14, 2019 to February 11, 2019.

2. In response to the allegations on the first and second pages of the Complaint that the meter at the relevant premise was changed and tested, KAW states it was changed and tested and that it tested accurately.

3. In response to the allegation on the second page of the Complaint that the replaced meter was “scrapped,” KAW states that it was scrapped which is an inventory indicator in KAW’s software system. “Scrapped” means that the meter will not be placed back in service. KAW is still in possession of the meter and states that it tested accurately.

4. In response to the allegation on the second page of the Complaint that “there is no explainable way” that the indicated water use from January 14, 2019 to February 11, 2019 is accurate, KAW denies same. Further pleading, KAW states that it billed the customer amounts consistent with the measured meter usage and that the meter has tested accurately.

5. KAW denies that the customer is entitled to any relief requested in the Complaint.

6. KAW denies each and every allegation in the Complaint not specifically admitted to be true herein.

7. KAW states that the meter in place at the premises in question during the relevant period was tested by KAW and that the meter test results (copy attached at Tab 1²) show that the meter meets all applicable accuracy requirements. Therefore, the water meter readings in question are accurate and the indicated amount of water did, in fact, pass through the meter. Therefore, the customer is liable to KAW for all amounts resulting from the indicated usage. *Robert Young Family v. Southeastern Water Association*, PSC Case No. 2006-00212, Order of January 25, 2007; *Susan Spangler and Mark Lewis Farman v. Kentucky-American Water Company*, PSC Case No. 99-109, Order of October 7, 1999; and *Moore’s Chapel A.M.E. Church v. Water Service Corporation of Kentucky*, PSC Case No. 2011-00414, Order of September 17, 2012. Accordingly, KAW moves for dismissal with prejudice of the Complaint.

8. As directed by the Commission’s August 30, 2019 Order, bills issued to the customer during 2018 and 2019 are attached collectively at Tab 2 with account information redacted as required.

WHEREFORE, KAW moves for a dismissal of the Complaint with prejudice.

² The account number has been redacted as required by 807 KAR 5:001, Section 4(10).

Respectfully submitted,

Lindsey W. Ingram III
STOLL KEENON OGDEN PLLC
300 West Vine Street, Suite 2100
Lexington, Kentucky 40507
(859) 231-3000
L.Ingram@skofirm.com

By 
Counsel for Defendant

CERTIFICATE OF SERVICE

This is to certify that the original and 6 copies of the foregoing Answer and Motion to Dismiss have been filed on this 10th day of September, 2019 at the Public Service Commission and that a true and accurate copy of same has been served, via U.S. Mail, on the same day.

Lowell DeWayne Shepherd
2298 Stonewood Lane
Lexington, KY 40509-4417


Counsel for Defendant

010311.003026/8038525.1

Kentucky American Water - Customer Meter Test Form **BENCH 2**

CUSTOMER NAME Michelle Shepherd ACCT # _____
 SERVICE ADDRESS 2298 Stonewood Ln PREMISE # _____
 METER SIZE 5/8 NUMBER 12625141 DATE 4/23/19

FIRST TEST READINGS

Volume / Test	GPM	Adj. Read	Final Read	Test %	Required Accuracy
<u>1 CF / LOW</u>	<u>1/4</u>	<u>0643,2700</u>	<u>0643,2801</u>	<u>101</u>	<u>95%-101%</u>
<u>1 CF / MED</u>	<u>2</u>	<u>0643,2801</u>	<u>0643,2900</u>	<u>99</u>	<u>98.5%-101.5%</u>
<u>10 CF / HIGH</u>	<u>15</u>	<u>0643,2900</u>	<u>0643,3892</u>	<u>99.2</u>	<u>98.5%-101.5%</u>

IF ANY OF THE TESTS ABOVE ARE NOT WITHIN THE REQUIRED ACCURACY LIMITS THEN FURTHER TESTING IS REQUIRED BELOW

SECOND TEST READINGS

Flow Rate % of Capacity / Volume / Test	GPM	Adj. Read	Final Read	Test %	% of Accuracy
<u>25% / 1 CF / LOW</u>	_____	_____	_____	_____	<u>95%-101%</u>
<u>50% / 1 CF / MED</u>	_____	_____	_____	_____	<u>98.5%-101.5%</u>
<u>75% / 10 CF / HIGH</u>	_____	_____	_____	_____	<u>98.5%-101.5%</u>

First Test Series % Average / 99.7 Second Test Series % Average / _____

Less Standard: 100% Equal % of Error _____ Fast _____ Slow _____

Before Test Reading: 0643,27 After Test Reading: 0643,38

Customer Witness? Yes _____ No

IF % OF ERROR IS GREATER THAN 2%, COMPLETE APPROPRIATE SECTION BELOW.

Length of time error is known to have existed _____

FAST METER basis for refund _____ Amount of refund _____

SLOW METER basis for additional Bill _____ Amount of additional Bill _____

Comments Meter passed tests. Would not data log (Hot Rod defective)
Will scrap in SAP but keep 1 yr. This was a CMR order
in SAP

Copy To: P. Green Disputes: _____ Meter Tech: R. Mattingsly
KAWCust Adv. Grp



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 2298 STONEWOOD LN

Check this box for address changes and note new address on back.

Account Number	
Due Date	January 29, 2018
Total Due	\$37.74
If Paid After Due Date	\$39.63 after 1/29/18

Amount Enclosed \$

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

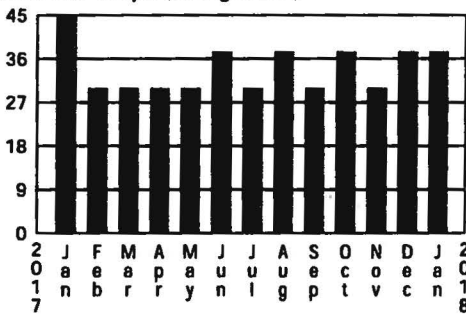
- Billing date: January 12, 2018
- Due Date: January 29, 2018
- Billing period: Dec 10 to Jan 11 (33 Days)
- Next reading on or about: Feb 09, 2018
- Customer Type: Residential

Meter No.	H012625141
Size of meter	5/8"
Current Read	515 (Actual)
Previous Read	510 (Actual)
Total water used this billing period	5 units (3,740 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 37.40 CGL
- Same billing period 2017: 44.88 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 2298 STONEWOOD LN
For Account

Prior Balance	
• Balance from last bill	37.74
• Payments as of Dec22. Thank you!	-37.74

Balance Forward 0.00

Current Water Service

• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 37.40)	22.51
• Total Water Service Related Charges	35.00

Other Charges

• KRA Withdrawal Fee (\$0.01600000 x 37.40)	0.60
• Total Other Charges	0.60

Taxes

• Franchise Taxes (\$35.60 x 3.000%)	1.07
• School District Tax (\$35.60 x 3.000%)	1.07
• Total Taxes	2.14

TOTAL CURRENT CHARGES 37.74

TOTAL AMOUNT DUE \$37.74

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Kentucky American Water

- We spend all of our time looking after your water. So that you can enjoy life's most precious resource without giving it a second thought. WE ARE KENTUCKY AMERICAN WATER. WE KEEP LIFE FLOWING.
- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- Local Office: 2300 Richmond Road (Lexington).

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

H2O HELP TO OTHERS PROGRAM

- Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you..



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 2298 STONEWOOD LN

Check this box for address changes and note new address on back.

Account Number	
Due Date	February 28, 2018
Total Due	\$32.84
If Paid After Due Date	\$34.48 after 2/28/18

Amount Enclosed \$

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

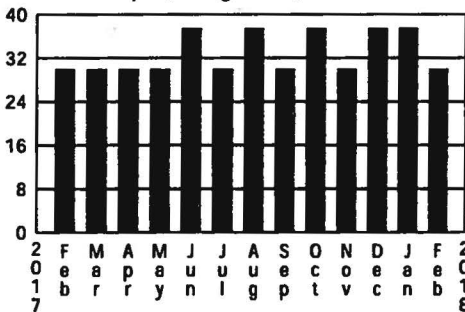
- Billing date: February 12, 2018
- Due Date: February 28, 2018
- Billing period: Jan 12 to Feb 09 (29 Days)
- Next reading on or about: Mar 09, 2018
- Customer Type: Residential

Meter No.	H012625141
Size of meter	5/8"
Current Read	519 (Actual)
Previous Read	515 (Actual)
Total water used this billing period	4 units (2,992 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 29.92 CGL
- Same billing period 2017: 29.92 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 2298 STONEWOOD LN
For Account

Prior Balance	
• Balance from last bill	37.74
• Payments as of Jan25. Thank you!	-37.74

Balance Forward 0.00

Current Water Service

• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 29.92)	18.01
• Total Water Service Related Charges	30.50

Other Charges

• KRA Withdrawal Fee (\$0.01600000 x 29.92)	0.48
• Total Other Charges	0.48

Taxes

• Franchise Taxes (\$31.05 x 3.000%)	0.94
• School District Tax (\$31.05 x 3.000%)	0.92
• Total Taxes	1.86

TOTAL CURRENT CHARGES 32.84

TOTAL AMOUNT DUE \$32.84

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Kentucky American Water

- From morning showers to watering the flowers. Ice-cold glasses to piping-hot mugs. WE ARE KENTUCKY AMERICAN WATER. WE KEEP LIFE FLOWING.
- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- Local Office: 2300 Richmond Road (Lexington).

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

H2O HELP TO OTHERS PROGRAM

Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you..



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 2298 STONEWOOD LN

Check this box for address changes and note new address on back.

Account Number	
Due Date	March 28, 2018
Total Due	\$32.84
If Paid After Due Date	\$34.48 after 3/28/18

Amount Enclosed \$

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

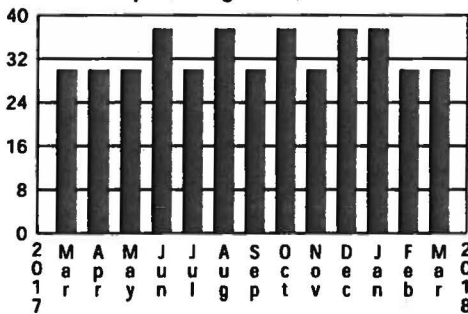
- Billing date: March 12, 2018
- Due Date: March 28, 2018
- Billing period: Feb 10 to Mar 09 (28 Days)
- Next reading on or about: Apr 10, 2018
- Customer Type: Residential

Meter No.	H012625141
Size of meter	5/8"
Current Read	523 (Actual)
Previous Read	519 (Actual)
Total water used this billing period	4 units (2,992 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 29.92 CGL
- Same billing period 2017: 29.92 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 2298 STONEWOOD LN
For Account

Prior Balance	
• Balance from last bill	32.84
• Payments as of Feb22. Thank you!	-32.84

Balance Forward 0.00

Current Water Service

• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 29.92)	18.01
• Total Water Service Related Charges	30.50

Other Charges

• KRA Withdrawal Fee (\$0.01600000 x 29.92)	0.48
• Total Other Charges	0.48

Taxes

• Franchise Taxes (\$31.05 x 3.000%)	0.94
• School District Tax (\$31.05 x 3.000%)	0.92
• Total Taxes	1.86

TOTAL CURRENT CHARGES 32.84

TOTAL AMOUNT DUE \$32.84

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Kentucky American Water

- From morning showers to watering the flowers. Ice-cold glasses to piping-hot mugs. WE ARE KENTUCKY AMERICAN WATER. WE KEEP LIFE FLOWING.
- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- Local Office: 2300 Richmond Road (Lexington).

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

H2O HELP TO OTHERS PROGRAM

- Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you..



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 2298 STONEWOOD LN

Check this box for address changes and note new address on back.

Account Number	
Due Date	April 27, 2018
Total Due	\$37.76
If Paid After Due Date	\$39.65 after 4/27/18

Amount Enclosed \$

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

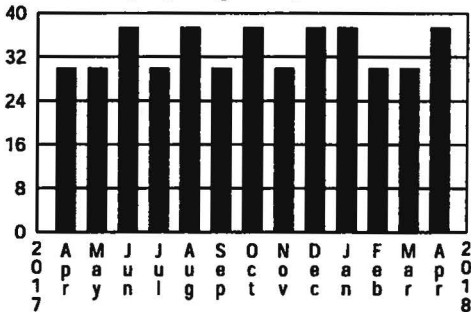
- Billing date: April 11, 2018
- Due Date: April 27, 2018
- Billing period: Mar 10 to Apr 10 (32 Days)
- Next reading on or about: May 09, 2018
- Customer Type: Residential
- Meter Reading Measurement:
1 unit = 100 CF or 748 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	H012625141
Size of meter	5/8"
Current Read	528 (Actual)
Previous Read	523 (Actual)
Total water used this billing period	5 units (3,740 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 37.40 CGL
- Same billing period 2017: 29.92 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 2298 STONEWOOD LN

For Account #

Prior Balance

- Balance from last bill 32.84
- Payments as of Mar26. Thank you! -32.84

Balance Forward 0.00

Current Water Service

- Water Service Charge 12.49
- Water Usage Charge (\$0.60190000 x 37.40) 22.51
- Total Water Service Related Charges 35.00

Other Charges

- KRA Withdrawal Fee
- 03/10/18 to 03/30/18 (\$0.01600000 x 24.55) 0.39
- 03/31/18 to 04/10/18 (\$0.01770000 x 12.85) 0.23
- Total Other Charges 0.62

Taxes

- Franchise Taxes (\$35.62 x 3.000%) 1.07
- School District Tax (\$35.62 x 3.000%) 1.07
- Total Taxes 2.14

TOTAL CURRENT CHARGES 37.76

TOTAL AMOUNT DUE



\$37.76

Important messages from Kentucky American Water

- From morning showers to watering the flowers. Ice-cold glasses to piping-hot mugs. WE ARE KENTUCKY AMERICAN WATER. WE KEEP LIFE FLOWING.
- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- We noticed that you have been paying your bill through other means other than mail for the past six months. We think that's great, and starting this month, we'll stop including that pesky return envelope with your bill since it's not needed. One less piece of paper to throw away. One small step we can take to help each other and the environment we live in. One way we keep life flowing. And, if you ever want us to include it again, just call us.
- Local Office: 2300 Richmond Road (Lexington).

Customer Service: 1-800-678-6301

M-F 7am to 7pm Emergency: 24/7

www.kentuckyamwater.com
611252495164

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

()

H2O HELP TO OTHERS PROGRAM

- Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you..



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 2298 STONEWOOD LN

Check this box for address changes and note new address on back.

Account Number	
Due Date	May 29, 2018
Total Due	\$32.89
If Paid After Due Date	\$34.53 after 5/29/18

Amount Enclosed \$

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

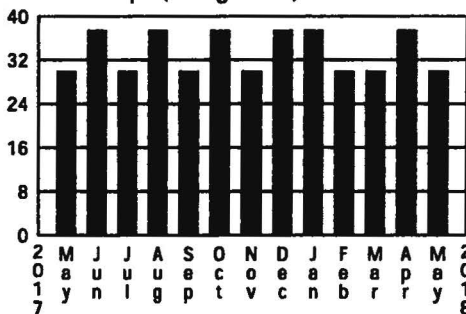
- Billing date: May 10, 2018
- Due Date: May 29, 2018
- Billing period: Apr 11 to May 09 (29 Days)
- Next reading on or about: Jun 11, 2018
- Customer Type: Residential

Meter No.	H012625141
Size of meter	5/8"
Current Read	532 (Actual)
Previous Read	528 (Actual)
Total water used this billing period	4 units (2,992 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 29.92 CGL
- Same billing period 2017: 29.92 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 2298 STONEWOOD LN
For Account

Prior Balance	
• Balance from last bill	37.76
• Payments as of Apr25. Thank you!	-37.76

Balance Forward 0.00

Current Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 29.92)	18.01
• Total Water Service Related Charges	30.50

Other Charges	
• KRA Withdrawal Fee (\$0.01770000 x 29.92)	0.53
• Total Other Charges	0.53

Taxes	
• Franchise Taxes (\$31.03 x 3.000%)	0.94
• School District Tax (\$31.03 x 3.000%)	0.92
• Total Taxes	1.86

TOTAL CURRENT CHARGES 32.89

TOTAL AMOUNT DUE \$32.89

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Kentucky American Water

- ***IMPORTANT WATER QUALITY MESSAGE: 2017 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.pdf to view your 2017 annual water quality report or to request a paper copy call 800-678-6301.
- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- Local Office: 2300 Richmond Road (Lexington).

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

()

H2O HELP TO OTHERS PROGRAM

Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you..



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 2298 STONEWOOD LN

Check this box for address changes and note new address on back.

Account Number	
Due Date	July 2, 2018
Total Due	\$37.80
If Paid After Due Date	\$39.69 after 7/2/18

Amount Enclosed \$

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

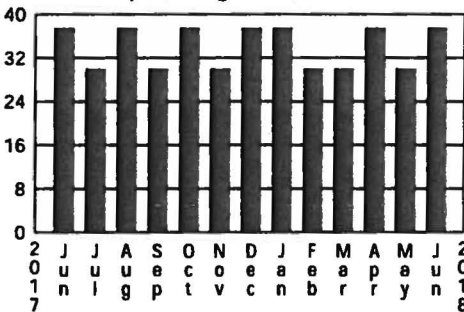
- Billing date: June 14, 2018
- Due Date: July 2, 2018
- Billing period: May 10 to Jun 11 (33 Days)
- Next reading on or about: Jul 11, 2018
- Customer Type: Residential

Meter No.	H012625141
Size of meter	5/8"
Current Read	537 (Estimated)
Previous Read	532 (Actual)
Total water used this billing period	5 units (3,740 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 37.40 CGL
- Same billing period 2017: 37.40 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 2298 STONEWOOD LN
For Account

Prior Balance	
• Balance from last bill	32.89
• Payments as of May23. Thank you!	-32.89

Balance Forward 0.00

Current Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 37.40)	22.51
• Total Water Service Related Charges	35.00

Other Charges	
• KRA Withdrawal Fee (\$0.01770000 x 37.40)	0.66
• Total Other Charges	0.66

Taxes	
• Franchise Taxes (\$35.66 x 3.000%)	1.07
• School District Tax (\$35.66 x 3.000%)	1.07
• Total Taxes	2.14

TOTAL CURRENT CHARGES 37.80

TOTAL AMOUNT DUE \$37.80

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Kentucky American Water

- ***IMPORTANT WATER QUALITY MESSAGE: 2017 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.pdf to view your 2017 annual water quality report or to request a paper copy call 800-678-6301.
- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- Local Office: 2300 Richmond Road (Lexington).

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

H2O HELP TO OTHERS PROGRAM

Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you..



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 2298 STONEWOOD LN

Check this box for address changes and note new address on back.

Account Number	
Due Date	July 30, 2018
Total Due	\$3.41
If Paid After Due Date	\$3.58 after 7/30/18

Amount Enclosed \$

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

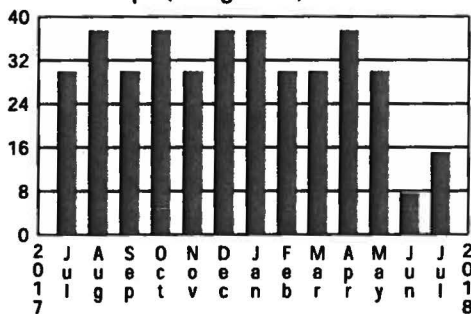
- Billing date: July 12, 2018
- Due Date: July 30, 2018
- Billing period: May 10 to Jul 11 (63 Days)
- Next reading on or about: Aug 09, 2018
- Customer Type: Residential

Meter No.	H012625141
Size of meter	5/8"
Current Read	535 (Actual)
Previous Read	532 (Actual)
Total water used this billing period	3 units (2,244 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 22.44 CGL
- Same billing period 2017: 29.92 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 2298 STONEWOOD LN
For Account

Prior Balance	
• Balance from last bill	37.80
• Payments as of Jul3. Thank you!	-37.80

Balance Forward 0.00

Billing Adjustment Reversals	
• 05/10/18 - 06/11/18 Bill Reversal	-35.66
• End Billing Adjustment Reversals	-35.66

Billing Adjustment Rebilling	
• 05/10/18 - 06/11/18 Rebill	4.50
• End Billing Adjustment Rebilling	4.50

End Billing Adjustments -31.16

Bill (05/10/2018 - 06/11/2018)

Current Water Service	
• Water Service Charge	12.49
• Total Water Service Related Charges	12.49

Other Charges	
• KRA Withdrawal Fee (\$0.01770000 x 7.48)	0.13
• Total Other Charges	0.13

Bill (06/12/2018 - 07/11/2018)

Current Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 14.96)	9.00
• Total Water Service Related Charges	21.49

Other Charges	
• KRA Withdrawal Fee (\$0.01770000 x 14.96)	0.26
• Total Other Charges	0.26

(Continued on next page)

Important messages from Kentucky American Water

- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- ***IMPORTANT WATER QUALITY MESSAGE: 2017 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.pdf to view your 2016 annual water quality report or to request a paper copy call 800-678-6301.
- Local Office: 2300 Richmond Road (Lexington).

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

H2O HELP TO OTHERS PROGRAM

Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you..

(continued from previous page)

BILLING SUMMARY

For Service To: 2298 STONEWOOD LN

For Account

Taxes

• Franchise Taxes (\$40.33 x 3.000%)	0.10
• School District Tax (\$40.33 x 3.000%)	0.10
• Total Taxes	<u>0.20</u>

TOTAL CURRENT CHARGES 3.41

TOTAL AMOUNT DUE



\$3.41



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 2298 STONEWOOD LN

Check this box for address changes and note new address on back.

Account Number	
Due Date	August 29, 2018
Total Due	\$27.98
If Paid After Due Date	\$29.38 after 8/29/18

Amount Enclosed \$

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

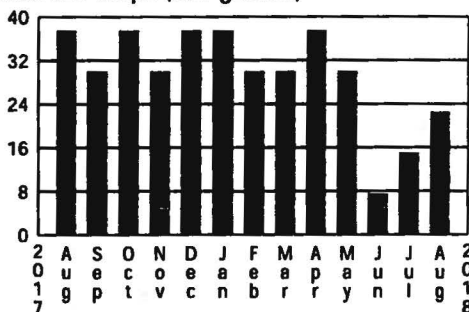
- Billing date: August 13, 2018
- Due Date: August 29, 2018
- Billing period: Jul 12 to Aug 10 (30 Days)
- Next reading on or about: Sep 12, 2018
- Customer Type: Residential

Meter No.	H012625141
Size of meter	5/8"
Current Read	538 (Actual)
Previous Read	535 (Actual)
Total water used this billing period	3 units (2,244 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 22.44 CGL
- Same billing period 2017: 37.40 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 2298 STONEWOOD LN
For Account

Prior Balance	
• Balance from last bill	3.41
• Payments as of Jul25. Thank you!	-3.41

Balance Forward 0.00

Current Water Service	
• Water Service Charge	12.49
• Water Usage Charge (\$0.60190000 x 22.44)	13.51
• Total Water Service Related Charges	26.00

Other Charges	
• KRA Withdrawal Fee (\$0.01770000 x 22.44)	0.40
• Total Other Charges	0.40

Taxes	
• Franchise Taxes (\$26.40 x 3.000%)	0.79
• School District Tax (\$26.40 x 3.000%)	0.79
• Total Taxes	1.58

TOTAL CURRENT CHARGES 27.98

TOTAL AMOUNT DUE \$27.98

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from Kentucky American Water

- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- ***IMPORTANT WATER QUALITY MESSAGE: 2017 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.pdf to view your 2016 annual water quality report or to request a paper copy call 800-678-6301.
- Local Office: 2300 Richmond Road (Lexington).

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

H2O HELP TO OTHERS PROGRAM

Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you..



KENTUCKY AMERICAN WATER

PO Box 790247, St Louis, MO 63179-0247

For Service To: 2298 STONEWOOD LN

Check this box for address changes and note new address on back.

Account Number	
Due Date	October 1, 2018
Total Due	\$31.78
If Paid After Due Date	\$33.37 after 10/1/18

Amount Enclosed \$

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247



Please tear along the dotted line and return this portion with your payment.

BILLING PERIOD AND METER READINGS

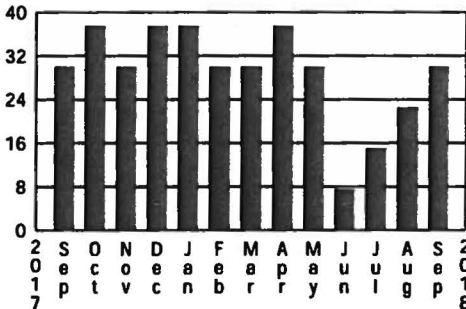
- Billing date: September 13, 2018
- Due Date: October 1, 2018
- Billing period: Aug 11 to Sep 12 (33 Days)
- Next reading on or about: Oct 10, 2018
- Customer Type: Residential

Meter No.	H012625141
Size of meter	5/8"
Current Read	542 (Actual)
Previous Read	538 (Actual)
Total water used this billing period	4 units (2,992 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 29.92 CGL
- Same billing period 2017: 29.92 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 2298 STONEWOOD LN
For Account

Prior Balance	
• Balance from last bill	27.98
• Payments as of Aug22. Thank you!	-27.98
Balance Forward	0.00

Current Water Service

• Water Service Charge	12.49
• Water Usage Charge	
• 08/11/18 to 08/31/18 (\$0.60190000 x 19.04)	11.46
• 09/01/18 to 09/12/18 (\$0.50590000 x 10.88)	5.50
• Total Water Service Related Charges	29.45

Other Charges

• KRA Withdrawal Fee (\$0.01770000 x 29.92)	0.53
• Total Other Charges	0.53

Taxes

• Franchise Taxes (\$30.02 x 3.000%)	0.91
• School District Tax (\$30.02 x 3.000%)	0.89
• Total Taxes	1.80

TOTAL CURRENT CHARGES 31.78

TOTAL AMOUNT DUE \$31.78

Important messages from Kentucky American Water

- If you would like a copy of our tariff please visit www.kentuckyamwater.com, call 1-800-678-6301, or visit our customer lobby at 2300 Richmond Road in Lexington anytime between 8 a.m. and 4:30 p.m., Monday through Friday.
- Reduction in Rates: Effective Sept, 1, 2018, the Kentucky Public Service Commission has approved new rates for the majority of our water and sanitary sewer customers that reflect the federal corporate income tax reduction that took effect earlier this year. As a result of these tax cuts, your water and sewer rates have been reduced. This change is reflected in your bill, (This change does NOT apply to Millersburg sewer customers and former Eastern Rockcastle Water Association water customers, Your rates remain the same.)
- ***IMPORTANT WATER QUALITY MESSAGE: 2017 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.pdf to view your 2016 annual water quality report or to request a paper copy call 800-678-6301.
- Local Office: 2300 Richmond Road (Lexington).

Customer Service: 1-800-678-6301

M-F 7am to 7pm Emergency: 24/7

www.kentuckyamwater.com
603752860897

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this bill. Updates to your contact information can also be made through our online web self-service tool, My H2O Online at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number

H2O HELP TO OTHERS PROGRAM

- Yes, I would like to lend a hand to customers in need by contributing to the H2O HELP TO OTHERS PROGRAM in the amount of \$_____ per billing period. I understand this amount will be added to my water bill until further notice.

Sign up for our automatic payment program, and pay your bill on time, every time. No stamps required! To learn more, visit us online at www.amwater.com/myh2o.

WAYS TO PAY YOUR BILL

Auto Pay Program: Pay your bill automatically on time, every time by signing up for a free electronic payment transfer from your bank account. Sign up at amwater.com/myh2o.

Online: Pay anytime through our payment partner at amwater.com/billpay. There is a \$1.95 vendor service fee for per transaction. To avoid this fee, log on to amwater.com/myh2o and pay by e-check.

Phone: Pay anytime through our payment partner's automated phone system at 1-855-748-6066. A \$1.95 vendor service fee applies to all transactions.

Mail: Return your check or money order, along with the pre-addressed payment stub, in the envelope provided with your bill.

In Person: We have agreements with local businesses to accept payments on our behalf. For a list of authorized payment locations, visit amwater.com or call us at 1-800-678-6301

- Please send written correspondence to Customer Service at PO

Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not include payment along with your correspondence.

- With all correspondence, please include your name, account number, service address, mailing address and telephone number with area code.
- The enclosed envelope is for payment only. Including correspondence in this envelope may delay processing of both your payment and your correspondence.
- Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you..



WE KEEP LIFE FLOWING™

Service Address:

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable – our customers deserve nothing less.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.kentuckyamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
**A convenience fee may apply*



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Monthly Statement

Account No.

Total Amount Due:	\$21.54
Payment Due By:	October 29, 2018

Billing Date: October 12, 2018
Service Period: Sep 13 to Oct 11 (29 Days)
Total Gallons: 1,496

Account Summary – See page 3 for Account Detail

Prior Billing:		\$31.78
Payments - Thank You!	=	\$31.78
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$20.32
Taxes:	+	\$1.22
Total Amount Due:	=	\$21.54

Account No.

Total Amount Due:	\$21.54
Payment Due By:	October 29, 2018

If paying after 10/29/18, pay this amount: \$22.62



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

Amount Enclosed \$

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

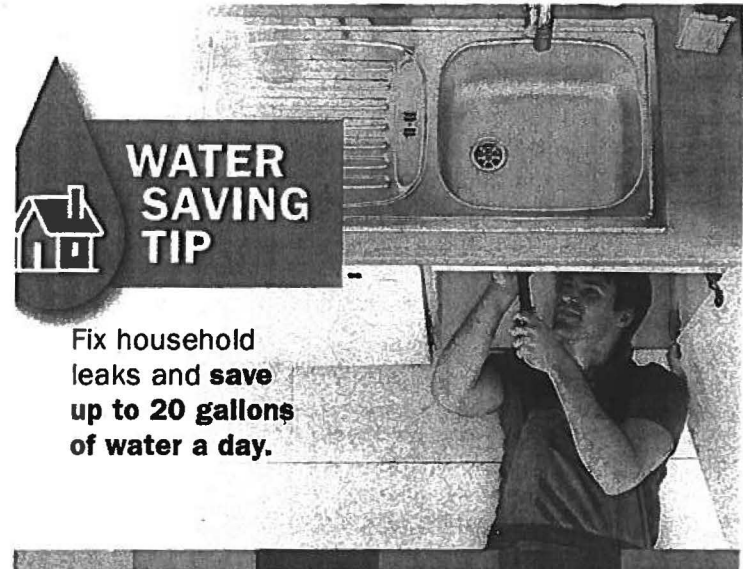
Messages from Kentucky American Water

Even the smallest leak in your water system can cause the loss of thousands of gallons of water each month. That loss means not only is water being wasted, but also that you will probably receive an unnecessarily higher water bill.

The faster you can identify the source of a leak, the faster it can be fixed. If you suspect you might have a leak, our helpful and easy-to-follow leak detection kit can help you find it. We are all responsible for helping to save and conserve water, and we want to help you save water and money.

Quick Test: Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak.

For more information and to download a free leak detection kit, visit: <https://amwater.com/kyaw/water-information/detecting-leaks>



WATER SAVING TIP
Fix household leaks and **save up to 20 gallons of water a day.**

CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service number listed above)

SERVICES

- Go Paperless:** Save time. Save money. Sign up for Paperless Billing and Auto Pay on My Account at amwater.com/myaccount. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Low Income Program.

EXPLANATION OF OTHER TERMS

- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at kentuckyamwater.com. Under Customer Service & Billing, select Your Water Rates.
- Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$ _____ with my payment.

I'd like to add a recurring contribution to each bill of \$ _____. I understand this amount will be added to each bill.

Address Change(s) _____

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill

- Auto Pay** **Online** **In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



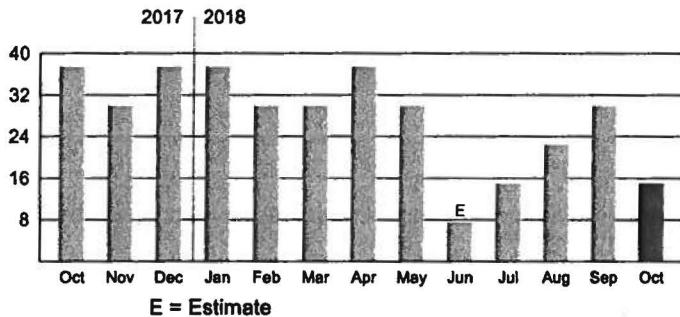
Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
H012625141	100 CF	5/8"	09/13/2018	10/11/2018	542 (A)	544 (A)	2	14.96	1,496

A = Actual E = Estimate 1 CF = 7.48 gallons 1 Billing Unit = 100 gallons Total Gallons: 1,496

Billed Usage History (graph shown in 100 gallons)

- 1,496 gallons = usage for this period
- 3,740 gallons = usage for same period last year



Next Scheduled Read Date: on or about November 09, 2018
Account Type: Residential

Average daily use for this period is: (29 days)






Year to Date Billed Usage: 25,432 gallons

Account Detail

Account No.

Service To: 2298 STONEWOOD LN LEXINGTON, KY 40509-4417

Prior Billing	31.78
Payments	-31.78
Total payments as of Sep 24. Thank you!	-31.78
Balance Forward	0.00
Service Related Charges - 09/13/18 to 10/11/18	
 Water Service	20.06
Water Service Charge	12.49
Water Usage Charge (14.96 x \$0.5059)	7.57
 Other Charges	0.26
KRA Withdrawal Fee (14.96 x \$0.0177)	0.26
Total Service Related Charges	20.32
 Taxes	1.22
Franchise Taxes (\$20.32 x 3.000%)	0.61
School District Tax (\$20.32 x 3.000%)	0.61
Total Current Period Charges	21.54

Total Amount Due



\$21.54

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable – our customers deserve nothing less.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.kentuckyamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
**A convenience fee may apply*



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Monthly Statement

Account No.

Total Amount Due:	\$29.85
Payment Due By:	November 30, 2018

Billing Date: November 14, 2018
Service Period: Oct 12 to Nov 13 (33 Days)
Total Gallons: 2,992

Account Summary – See page 3 for Account Detail

Prior Billing:		\$21.54
Payments - Thank You!	=	\$21.54
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$28.16
Taxes:	+	\$1.69
Total Amount Due:	=	\$29.85

Account No.

Total Amount Due:	\$29.85
Payment Due By:	November 30, 2018

If paying after 11/30/18, pay this amount: **\$31.34**



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

Amount Enclosed \$

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

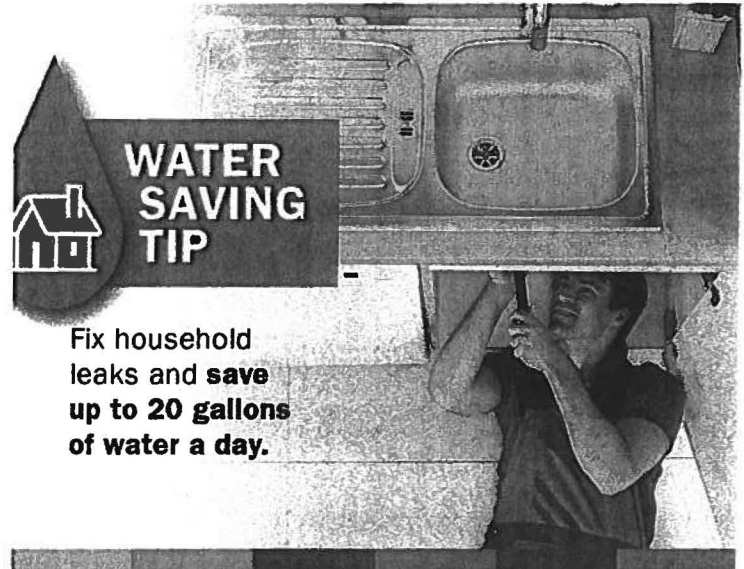
Messages from Kentucky American Water

Even the smallest leak in your water system can cause the loss of thousands of gallons of water each month. That loss means not only is water being wasted, but also that you will probably receive an unnecessarily higher water bill.

The faster you can identify the source of a leak, the faster it can be fixed. If you suspect you might have a leak, our helpful and easy-to-follow leak detection kit can help you find it. We are all responsible for helping to save and conserve water, and we want to help you save water and money.

Quick Test: Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak.

For more information and to download a free leak detection kit, visit: <https://amwater.com/kyaw/water-information/detecting-leaks>



Fix household leaks and save up to 20 gallons of water a day.

CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service number listed above)

SERVICES

- Go Paperless:** Save time. Save money. Sign up for Paperless Billing and Auto Pay on My Account at amwater.com/myaccount. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Low Income Program.

EXPLANATION OF OTHER TERMS

- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at kentuckyamwater.com. Under Customer Service & Billing, select Your Water Rates.
- Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$ _____ with my payment.

I'd like to add a recurring contribution to each bill of \$ _____. I understand this amount will be added to each bill.

Address Change(s) _____

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill

- Auto Pay** **Online** **In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
H012625141	100 CF	5/8"	10/12/2018	11/13/2018	544 (A)	548 (A)	4	29.92	2,992

A = Actual E = Estimate

1 CF = 7.48 gallons

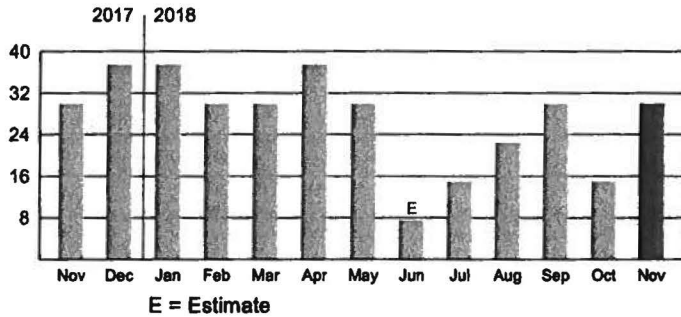
1 Billing Unit = 100 gallons

Total Gallons:

2,992

Billed Usage History (graph shown in 100 gallons)

- 2,992 gallons = usage for this period
- 2,992 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about December 11, 2018
Account Type: Residential

Average daily use for this period is: (33 days)



Year to Date Billed Usage: 28,424 gallons

Account Detail

Account No.

Service To: 2298 STONEWOOD LN LEXINGTON, KY 40509-4417

Prior Billing	21.54
Payments	-21.54
Total payments as of Oct 23. Thank you!	-21.54
Balance Forward	0.00
Service Related Charges - 10/12/18 to 11/13/18	
Water Service	27.63
Water Service Charge	12.49
Water Usage Charge (29.92 x \$0.5059)	15.14
Other Charges	0.53
KRA Withdrawal Fee (29.92 x \$0.0177)	0.53
Total Service Related Charges	28.16
Taxes	1.69
Franchise Taxes (\$28.03 x 3.000%)	0.85
School District Tax (\$28.03 x 3.000%)	0.84
Total Current Period Charges	29.85

Total Amount Due



\$29.85

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable – our customers deserve nothing less.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.kentuckyamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
**A convenience fee may apply*



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Monthly Statement

Account No.

Total Amount Due:	\$29.85
Payment Due By:	December 28, 2018

Billing Date: December 12, 2018
Service Period: Nov 14 to Dec 11 (28 Days)
Total Gallons: 2,992

Account Summary – See page 3 for Account Detail

Prior Billing:		\$29.85
Payments - Thank You!	-	\$29.85
Balance Forward:		\$0.00
Service Related Charges:	+	\$28.16
Taxes:	+	\$1.69
Total Amount Due:	=	\$29.85

Account No.

Total Amount Due:	\$29.85
Payment Due By:	December 28, 2018

If paying after 12/28/18, pay this amount: **\$31.34**



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

Amount Enclosed \$

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

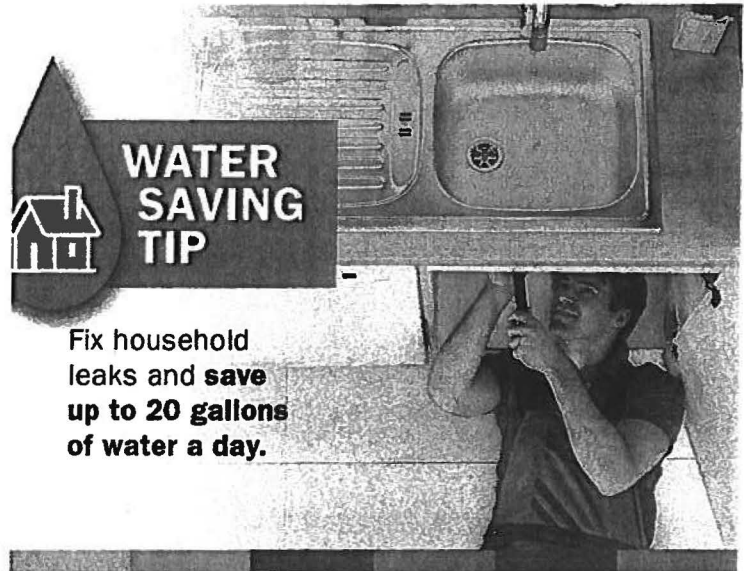
Messages from Kentucky American Water

Even the smallest leak in your water system can cause the loss of thousands of gallons of water each month. That loss means not only is water being wasted, but also that you will probably receive an unnecessarily higher water bill.

The faster you can identify the source of a leak, the faster it can be fixed. If you suspect you might have a leak, our helpful and easy-to-follow leak detection kit can help you find it. We are all responsible for helping to save and conserve water, and we want to help you save water and money.

Quick Test: Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak.

For more information and to download a free leak detection kit, visit: <https://amwater.com/kyaw/water-information/detecting-leaks>



Fix household leaks and **save up to 20 gallons of water a day.**

CUSTOMER SERVICE
 1-800-678-6301
 HOURS: M-F, 7am-7pm • Emergencies: 24/7
 TTY/TDD FOR THE HEARING IMPAIRED:
 711 (and then reference Customer Service number listed above)

SERVICES

- Go Paperless:** Save time. Save money. Sign up for Paperless Billing and Auto Pay on My Account at amwater.com/myaccount. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Low Income Program.

EXPLANATION OF OTHER TERMS

- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at kentuckyamwater.com. Under Customer Service & Billing, select Your Water Rates.
- Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$ _____ with my payment.

I'd like to add a recurring contribution to each bill of \$ _____. I understand this amount will be added to each bill.

Address Change(s)

 Name

 Address

 City

 State _____
 Zip Code

(_____) _____
 Phone Number Mobile Number

 E-mail Address

Other ways to pay your bill

Auto Pay **Online** **In Person**

Auto Pay: Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

Online: With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

In Person: We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
H012625141	100 CF	5/8"	11/14/2018	12/11/2018	548 (A)	552 (A)	4	29.92	2,992

A = Actual E = Estimate

1 CF = 7.48 gallons

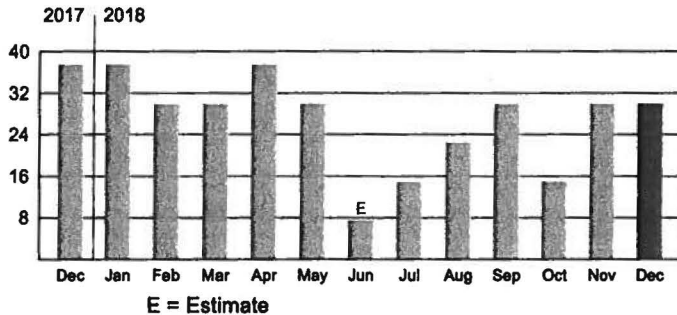
1 Billing Unit = 100 gallons

Total Gallons:

2,992

Billed Usage History (graph shown in 100 gallons)

- 2,992 gallons = usage for this period
- 3,740 gallons = usage for same period last year



E = Estimate

 Next Scheduled Read Date: on or about January 11, 2019
 Account Type: Residential

 Average
daily use for
this period is:
(28 days)


Year to Date Billed Usage: 31,416 gallons

Account Detail

Account No.

Service To: 2298 STONEWOOD LN LEXINGTON, KY 40509-4417

Prior Billing	29.85
Payments	-29.85
Total payments as of Nov 28. Thank you!	-29.85
Balance Forward	0.00
Service Related Charges - 11/14/18 to 12/11/18	
Water Service	27.63
Water Service Charge	12.49
Water Usage Charge (29.92 x \$0.5059)	15.14
Other Charges	0.53
KRA Withdrawal Fee (29.92 x \$0.0177)	0.53
Total Service Related Charges	28.16
Taxes	1.69
Franchise Taxes (\$28.03 x 3.000%)	0.85
School District Tax (\$28.03 x 3.000%)	0.84
Total Current Period Charges	29.85

Total Amount Due

\$29.85
Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable – our customers deserve nothing less.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.kentuckyamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
**A convenience fee may apply*



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Monthly Statement

Account No.

Total Amount Due:	\$33.99
Payment Due By:	February 4, 2019

Billing Date: January 18, 2019
Service Period: Dec 12 to Jan 13 (33 Days)
Total Gallons: 3,740

Account Summary – See page 3 for Account Detail

Prior Billing:		\$29.85
Payments - Thank You!	-	\$29.85
Balance Forward:	==	\$0.00
Service Related Charges:	+	\$32.07
Taxes:	+	\$1.92
Total Amount Due:	==	\$33.99



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

Account No.

Total Amount Due:	\$33.99
Payment Due By:	February 4, 2019

If paying after 2/4/19, pay this amount: **\$35.69**

Amount Enclosed \$

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

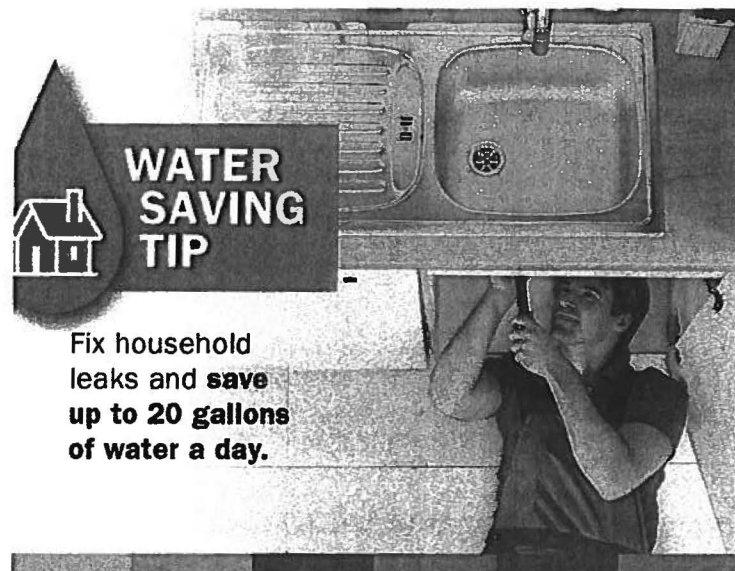
Messages from Kentucky American Water

Even the smallest leak in your water system can cause the loss of thousands of gallons of water each month. That loss means not only is water being wasted, but also that you will probably receive an unnecessarily higher water bill.

The faster you can identify the source of a leak, the faster it can be fixed. If you suspect you might have a leak, our helpful and easy-to-follow leak detection kit can help you find it. We are all responsible for helping to save and conserve water, and we want to help you save water and money.

Quick Test: Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak.

For more information and to download a free leak detection kit, visit: <https://amwater.com/kyaw/water-information/detecting-leaks>



WATER SAVING TIP
Fix household leaks and **save up to 20 gallons of water a day.**

CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED:
 711 (and then reference Customer Service number listed above)

SERVICES

Go Paperless: Save time. Save money. Sign up for Paperless Billing and Auto Pay on My Account at amwater.com/myaccount. Not registered? Log in and be sure to have your account number handy.

Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.

H2O Help To Others: This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Low Income Program.

EXPLANATION OF OTHER TERMS

Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.

Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!

Rates: A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at kentuckyamwater.com. Under Customer Service & Billing, select Your Water Rates.

Correspondence: Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$ _____ with my payment.

I'd like to add a recurring contribution to each bill of \$ _____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(_____) _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill

- Auto Pay**
- Online**
- In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
H012625141	100 CF	5/8"	12/12/2018	01/13/2019	552 (A)	557 (E)	5	37.40	3,740

A = Actual E = Estimate

1 CF = 7.48 gallons

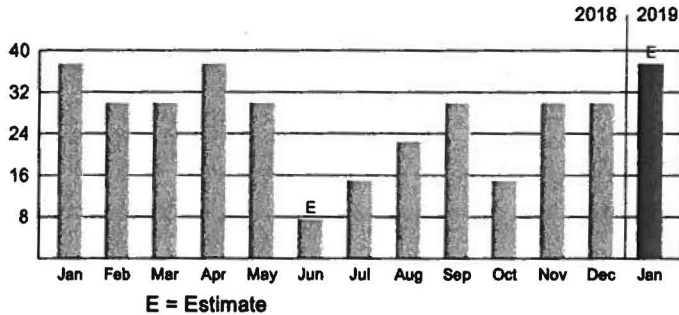
1 Billing Unit = 100 gallons

Total Gallons:

3,740

Billed Usage History (graph shown in 100 gallons)

- 3,740 gallons = usage for this period
- 3,740 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about February 11, 2019
Account Type: Residential

Average daily use for this period is: (33 days)



Year to Date Billed Usage: 3,740 gallons

Account Detail

Account No.

Service To: 2298 STONEWOOD LN LEXINGTON, KY 40509-4417

Prior Billing	29.85
Payments	-29.85
Total payments as of Dec 26. Thank you!	-29.85
Balance Forward	0.00
Service Related Charges - 12/12/18 to 01/13/19	
Water Service	31.41
Water Service Charge	12.49
Water Usage Charge (37.4 x \$0.5059)	18.92
Other Charges	0.66
KRA Withdrawal Fee (37.4 x \$0.0177)	0.66
Total Service Related Charges	32.07
Taxes	1.92
Franchise Taxes (\$32.07 x 3.000%)	0.96
School District Tax (\$32.07 x 3.000%)	0.96
Total Current Period Charges	33.99

Total Amount Due



\$33.99

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- The water use on your last bill was estimated. If your bill appears to be higher than normal, it could be because this bill is based on an actual meter reading, which would capture any water use that may not have been previously billed.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.kentuckyamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
**A convenience fee may apply*



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Monthly Statement

Account No.:

Total Amount Due:	\$357.81
Payment Due By:	March 4, 2019

Billing Date: February 14, 2019
Service Period: Jan 14 to Feb 11 (29 Days)
Total Gallons: 62,084

Account Summary – See page 3 for Account Detail

Prior Billing:		\$33.99
Payments - Thank You!	=	\$33.99
Balance Forward:	=	\$0.00
Service Related Charges:	+	\$337.56
Taxes:	+	\$20.25
Total Amount Due:	=	\$357.81

Account No.

Total Amount Due:	\$357.81
Payment Due By:	March 4, 2019

If paying after 3/4/19, pay this amount: \$375.70



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

Amount Enclosed \$

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

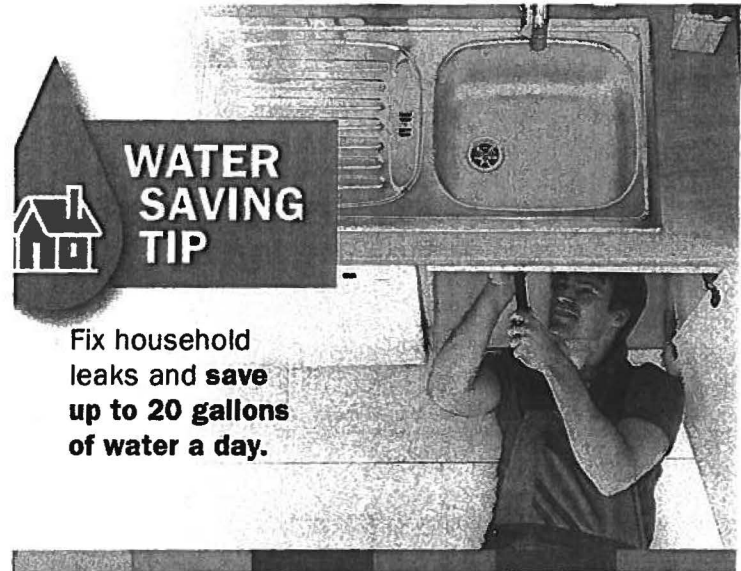
Messages from Kentucky American Water

Even the smallest leak in your water system can cause the loss of thousands of gallons of water each month. That loss means not only is water being wasted, but also that you will probably receive an unnecessarily higher water bill.

The faster you can identify the source of a leak, the faster it can be fixed. If you suspect you might have a leak, our helpful and easy-to-follow leak detection kit can help you find it. We are all responsible for helping to save and conserve water, and we want to help you save water and money.

Quick Test: Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak.

For more information and to download a free leak detection kit, visit: <https://amwater.com/kyaw/water-information/detecting-leaks>



WATER SAVING TIP
Fix household leaks and **save up to 20 gallons of water a day.**

CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED:
 711 (and then reference Customer Service number listed above)

SERVICES

- Go Paperless:** Save time. Save money. Sign up for **Paperless Billing and Auto Pay** on My Account at amwater.com/myaccount. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Low Income Program.

EXPLANATION OF OTHER TERMS

- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at kentuckyamwater.com. Under Customer Service & Billing, select Your Water Rates.
- Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$_____ with my payment.

I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill

- Auto Pay** **Online** **In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
H012625141	100 CF	5/8"	01/14/2019	02/11/2019	557 (E)	640 (A)	83	620.84	62,084

A = Actual E = Estimate

1 CF = 7.48 gallons

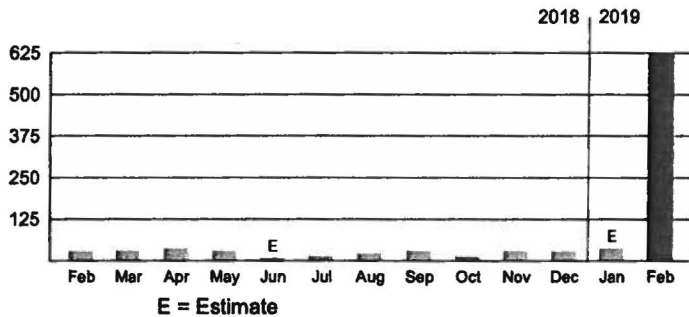
1 Billing Unit = 100 gallons

Total Gallons:

62,084

Billed Usage History (graph shown in 100 gallons)

- 62,084 gallons = usage for this period
- 2,992 gallons = usage for same period last year


Next Scheduled Read Date: on or about March 11, 2019
Account Type: Residential

 Average
daily use for
this period is:
(29 days)





**2,141
gallons**

Year to Date Billed Usage: 65,824 gallons

Account Detail

Account No.

Service To: 2298 STONEWOOD LN LEXINGTON, KY 40509-4417

Prior Billing	33.99
Payments	-33.99
Total payments as of Jan 30. Thank you!	
Balance Forward	0.00
Service Related Charges - 01/14/19 to 02/11/19	
 Water Service	326.57
Water Service Charge	12.49
Water Usage Charge (620.84 x \$0.5059)	314.08
 Other Charges	10.99
KRA Withdrawal Fee (620.84 x \$0.0177)	10.99
Total Service Related Charges	337.56
 Taxes	20.25
Franchise Taxes (\$337.39 x 3.000%)	10.13
School District Tax (\$337.39 x 3.000%)	10.12
Total Current Period Charges	357.81

Total Amount Due

\$357.81
Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- On 02/27/19, the meter serving your property was removed and replaced with a new meter. Please see Meter Reading and Usage Summary for more detail.
- The Due Date shown on your bill applies to current charges only. However, \$357.81 is past due and could result in termination of service if not paid immediately. To see if other payment options are available, please contact:us.

For more information, visit www.kentuckyamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
*A convenience fee may apply



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Monthly Statement

Account No.:

Total Amount Due:	\$390.73
Payment Due By:	March 29, 2019

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: March 13, 2019
Service Period: Feb 12 to Mar 11 (28 Days)
Total Gallons: 3,544

Account Summary – See page 3 for Account Detail

Prior Billing:		\$357.81
Payments:	-	\$0.00
Balance Forward - Past Due	=	\$357.81
Service Related Charges:	+	\$31.05
Taxes:	+	\$1.87
Total Amount Due:	=	\$390.73

Account No.

Total Amount Due:	\$390.73
Payment Due By:	March 29, 2019



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

Amount Enclosed \$

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

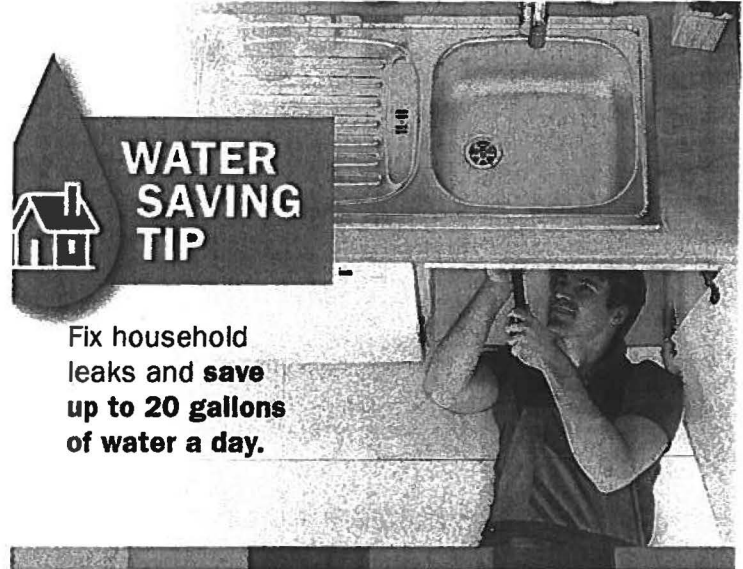
Messages from Kentucky American Water

Even the smallest leak in your water system can cause the loss of thousands of gallons of water each month. That loss means not only is water being wasted, but also that you will probably receive an unnecessarily higher water bill.

The faster you can identify the source of a leak, the faster it can be fixed. If you suspect you might have a leak, our helpful and easy-to-follow leak detection kit can help you find it. We are all responsible for helping to save and conserve water, and we want to help you save water and money.

Quick Test: Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak.

For more information and to download a free leak detection kit, visit: <https://amwater.com/kyaw/water-information/detecting-leaks>



Fix household leaks and **save up to 20 gallons of water a day.**

CUSTOMER SERVICE
 1-800-678-6301
 HOURS: M-F, 7am-7pm • Emergencies: 24/7
 TTY/TDD FOR THE HEARING IMPAIRED:
 711 (and then reference Customer Service number listed above)

EXPLANATION OF OTHER TERMS

Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.

Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.

Disputes: If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!

Rates: A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at kentuckyamwater.com. Under Customer Service & Billing, select Your Water Rates.

Correspondence: Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

SERVICES

Go Paperless: Save time. Save money. Sign up for Paperless Billing and Auto Pay on My Account at amwater.com/myaccount. Not registered? Log in and be sure to have your account number handy.

Water Quality: We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.

H2O Help To Others: This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Low Income Program.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$_____ with my payment.

I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

 Name

 Address

 City

 State

 Zip Code

(_____) _____
 Phone Number

Mobile Number

 E-mail Address

Other ways to pay your bill

Auto Pay **Online**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

In Person

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



WE KEEP LIFE FLOWING™

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
H012625141	100 CF	5/8"	02/12/2019	02/26/2019	640 (A)	643 (A)	3	22.44	2,244
26984908	100 gal	5/8"	02/27/2019	03/11/2019	0 (A)	13 (A)	13	13.00	1,300

A = Actual E = Estimate

1 CF = 7.48 gallons

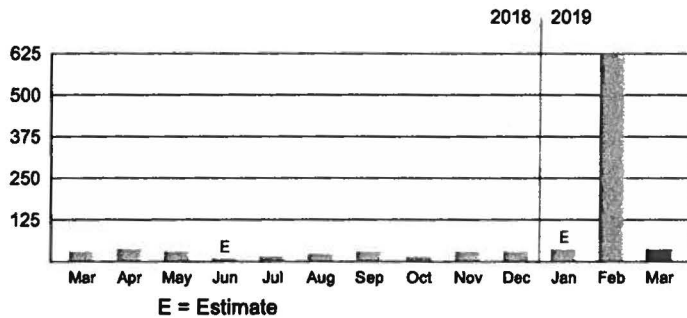
1 Billing Unit = 100 gallons

Total Gallons:

3,544

Billed Usage History (graph shown in 100 gallons)

- 3,544 gallons = usage for this period
- 2,992 gallons = usage for same period last year


Next Scheduled Read Date: on or about April 09, 2019
Account Type: Residential

 Average
 daily use for
 this period is:
 (28 days)





**127
gallons**

Year to Date Billed Usage: 69,368 gallons

Account Detail

Account No.

Service To: 2298 STONEWOOD LN LEXINGTON, KY 40509-4417

Prior Billing	357.81
Payments	0.00
Balance Forward - Past Due	357.81
Service Related Charges - 02/12/19 to 03/11/19	
 Water Service	30.42
Water Service Charge	
02/12/19 to 02/26/19	6.69
02/27/19 to 03/11/19	5.80
Water Usage Charge (35.44 x \$0.5059)	17.93
 Other Charges	0.63
KRA Withdrawal Fee (35.44 x \$0.0177)	0.63
Total Service Related Charges	31.05
 Taxes	1.87
Franchise Taxes (\$31.22 x 3.000%)	0.94
School District Tax (\$31.22 x 3.000%)	0.93
Total Current Period Charges	32.92

Total Amount Due

\$390.73
Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

 For more information about your charges and rates, please visit:
<https://amwater.com/kyaw/rates>

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- The Due Date shown on your bill applies to current charges only. However, \$323.73 is past due and could result in termination of service if not paid immediately. To see if other payment options are available, please contact.us.
- Your charges contain a change in pricing that was effective on 03/31/19. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckyamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
*A convenience fee may apply



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Monthly Statement

Account No.

Total Amount Due:	\$352.64
Payment Due By:	April 29, 2019

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: April 11, 2019
Service Period: Mar 12 to Apr 10 (30 Days)
Total Gallons: 2,800

Account Summary – See page 3 for Account Detail

Prior Billing:		\$390.73
Payments - Thank You!	-	\$67.00
Balance Forward - Past Due	=	\$323.73
Service Related Charges:	+	\$27.27
Taxes:	+	\$1.64
Total Amount Due:	=	\$352.64

Account No.

Total Amount Due:	\$352.64
Payment Due By:	April 29, 2019



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

Amount Enclosed \$

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

Messages from Kentucky American Water

- **2019 KRA Fee Adjustment :** Water utilities that withdraw water from the Kentucky River are required to collect a "KRA Withdrawal Fee" from their customers. This fee is collected by utilities and provided to the Kentucky River Authority (KRA). This fee is adjusted annually to reflect usage from the Kentucky River, and may also be adjusted due to fee increases. The latest adjustment to this fee was approved by the Kentucky Public Service Commission in March and was effective March 31, 2019. This change is reflected on your bill.



CUSTOMER SERVICE

1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service
number listed above)

SERVICES

- Go Paperless:** Save time. Save money. Sign up for Paperless Billing and Auto Pay on My Account at amwater.com/myaccount. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Low Income Program.

EXPLANATION OF OTHER TERMS

- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at kentuckyamwater.com. Under Customer Service & Billing, select Your Water Rates.
- Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$_____ with my payment.

I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(____) _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill

<p>Auto Pay</p> <p>Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!</p>	<p>Online</p> <p>With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).</p>	<p>In Person</p> <p>We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.</p>
---	--	---



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
26984908	100 gal	5/8"	03/12/2019	04/10/2019	13 (A)	41 (A)	28	28.00	2,800

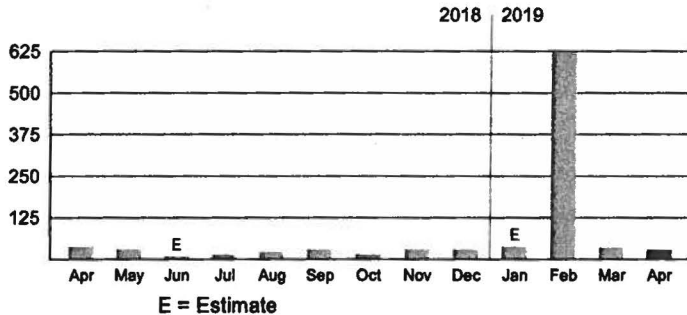
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 2,800

Billed Usage History (graph shown in 100 gallons)

- 2,800 gallons = usage for this period
- 3,740 gallons = usage for same period last year


Next Scheduled Read Date: on or about May 09, 2019
Account Type: Residential

 Average
daily use for
this period is:
(30 days)


Year to Date Billed Usage: 72,168 gallons

Account Detail

Account No.

Service To: 2298 STONEWOOD LN LEXINGTON, KY 40509-4417

Prior Billing	390.73
Payments	-67.00
Total payments as of Mar 21. Thank you!	-67.00
Balance Forward - Past Due	323.73
Service Related Charges - 03/12/19 to 04/10/19	
Water Service	26.66
Water Service Charge	12.49
Water Usage Charge (28 x \$0.5059)	14.17
Other Charges	0.61
KRA Withdrawal Fee	
03/12/19 to 03/30/19 (17.74 x \$0.0177)	0.31
03/31/19 to 04/10/19 (10.26 x \$0.0296)	0.30
Total Service Related Charges	27.27
Taxes	1.64
Franchise Taxes (\$27.27 x 3.000%)	0.82
School District Tax (\$27.27 x 3.000%)	0.82
Total Current Period Charges	28.91

Total Amount Due

\$352.64
Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

 For more information about your charges and rates, please visit:
<https://amwater.com/kyaw/rates>

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

• You recently entered into an agreement for an Installment Plan, and this bill contains your first installment amount. **Please note that the delinquent balance from your prior billing is now found in the Installment Plan Summary on Page 1 of your bill.** Payments made to date include your down-payment amount, if applicable. Failure to pay the Total Amount Due as indicated on each bill may lead to cancellation of the plan and possible service interruption.

• Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.kentuckyamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
**A convenience fee may apply*



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Monthly Statement

Account No.

Total Amount Due:	\$59.70
Payment Due By:	May 28, 2019

Billing Date: May 10, 2019
Service Period: Apr 11 to May 09 (29 Days)
Total Gallons: 2,900

Account Summary – See page 3 for Account Detail

Prior Billing:		\$352.64
Payments - Thank You!	-	\$109.91
Balance Forward:	=	\$242.73
Service Related Charges:	+	\$28.02
Taxes:	+	\$1.68
Total Balance (to pay in full):	=	\$272.43

Installment Plan Amount:		\$30.00
Total Current Period Charges:	+	\$29.70
Total Due - Pay This Amount:	=	\$59.70

Installment Plan Summary

Beginning Past Due Balance	\$323.73
Remaining Installment Plan Balance	\$213.73
Number of Installments Remaining	7

Account No.

Total Amount Due:	\$59.70
Payment Due By:	May 28, 2019



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

Amount Enclosed \$

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

Messages from Kentucky American Water

Even the smallest leak in your water system can cause the loss of thousands of gallons of water each month. That loss means not only is water being wasted, but also that you will probably receive an unnecessarily higher water bill.

The faster you can identify the source of a leak, the faster it can be fixed. If you suspect you might have a leak, our helpful and easy-to-follow leak detection kit can help you find it. We are all responsible for helping to save and conserve water, and we want to help you save water and money.

Quick Test: Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak.

For more information and to download a free leak detection kit, visit: <https://amwater.com/kyaw/water-information/detecting-leaks>





**WE
KEEP
QUALITY
FLOWING**


CUSTOMER SERVICE
1-800-678-6301


HOURS: M-F, 7am-7pm • Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service
number listed above)


EXPLANATION OF OTHER TERMS

 **Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.


 **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.


 **Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!


 **Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at kentuckyamwater.com. Under Customer Service & Billing, select Your Water Rates.

 **Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

SERVICES

 **Go Paperless:** Save time. Save money. Sign up for Paperless Billing and Auto Pay on My Account at amwater.com/myaccount. Not registered? Log in and be sure to have your account number handy.

 **Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.

 **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Low Income Program.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$_____ with my payment.

I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
26984908	100 gal	5/8"	04/11/2019	05/09/2019	41 (A)	70 (A)	29	29.00	2,900

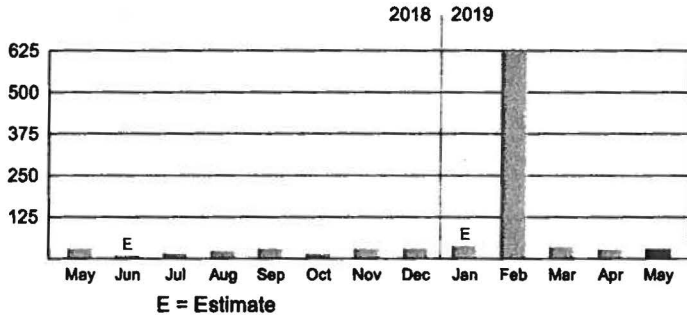
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 2,900

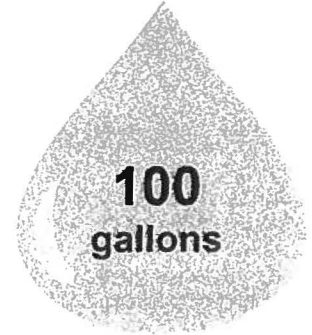
Billed Usage History (graph shown in 100 gallons)

- 2,900 gallons = usage for this period
- 2,992 gallons = usage for same period last year



Next Scheduled Read Date: on or about June 11, 2019
Account Type: Residential

Average daily use for this period is: (29 days)



Year to Date Billed Usage: 75,068 gallons

Account Detail

Account No.

Service To: 2298 STONEWOOD LN LEXINGTON, KY 40509-4417

Prior Billing	352.64
Payments	-109.91
Total payments as of May 9. Thank you!	-109.91
Balance Forward	242.73
Service Related Charges - 04/11/19 to 05/09/19	
Water Service	27.16
Water Service Charge	12.49
Water Usage Charge (29 x \$0.5059)	14.67
Other Charges	0.86
KRA Withdrawal Fee (29 x \$0.0296)	0.86
Total Service Related Charges	28.02
Taxes	1.68
Franchise Taxes (\$28.05 x 3.000%)	0.85
School District Tax (\$28.05 x 3.000%)	0.83
Total Current Period Charges	29.70
Total Balance (to pay in full)	272.43

Installment Plan Amount	30.00
Total Current Period Charges	29.70

Total Amount Due



\$59.70

Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

For more information about your charges and rates, please visit:
<https://amwater.com/kyaw/rates>

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.kentuckyamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
*A convenience fee may apply



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Monthly Statement

Account No.

Total Amount Due:	\$65.37
Payment Due By:	June 28, 2019

Billing Date: June 12, 2019
Service Period: May 10 to Jun 11 (33 Days)
Total Gallons: 3,900

Account Summary – See page 3 for Account Detail

Prior Billing:		\$272.43
Payments - Thank You!	=	\$59.70
Balance Forward:	=	\$212.73
Service Related Charges:	+	\$33.37
Taxes:	+	\$2.00
Total Balance (to pay in full):	=	\$248.10

Installment Plan Amount:		\$30.00
Total Current Period Charges:	+	\$35.37
Total Due - Pay This Amount:	=	\$65.37

Installment Plan Summary

Beginning Past Due Balance	\$323.73
Remaining Installment Plan Balance	\$212.73
Number of Installments Remaining	7

Account No.

Total Amount Due:	\$65.37
Payment Due By:	June 28, 2019

Amount Enclosed \$



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

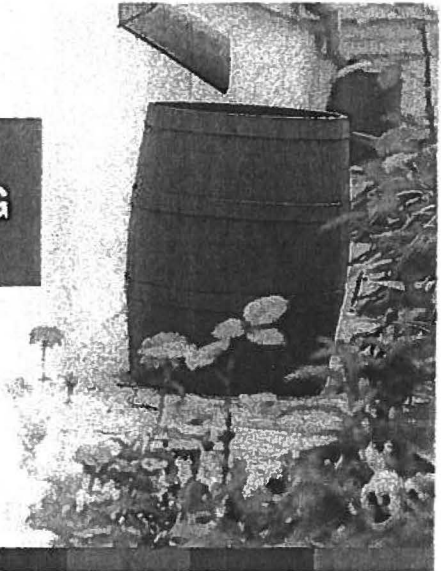
KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE: 2018 Kentucky American Water annual water quality report is available.** This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.pdf to view your 2018 annual water quality report or to request a paper copy call 800-678-6301.
- This summer, every drop counts. For tips on how to make water conservation a part of your daily routine, visit www.kentuckyamwater.com



Collect rain water in a rain barrel and use it to water your outdoor plants.



CUSTOMER SERVICE
 1-800-678-6301
 HOURS: M-F, 7am-7pm • Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED:
 711 (and then reference Customer Service number listed above)

EXPLANATION OF OTHER TERMS

SERVICES

- Go Paperless:** Save time. Save money. Sign up for Paperless Billing and Auto Pay on My Account at amwater.com/myaccount. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Low Income Program.

- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at kentuckyamwater.com. Under Customer Service & Billing, select Your Water Rates.
- Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$_____ with my payment.

I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill

<input checked="" type="checkbox"/>	Auto Pay	<input type="checkbox"/>	Online		In Person
<p>Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!</p>		<p>With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).</p>		<p>We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.</p>	



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
26984908	100 gal	5/8"	05/10/2019	06/11/2019	70 (A)	109 (A)	39	39.00	3,900

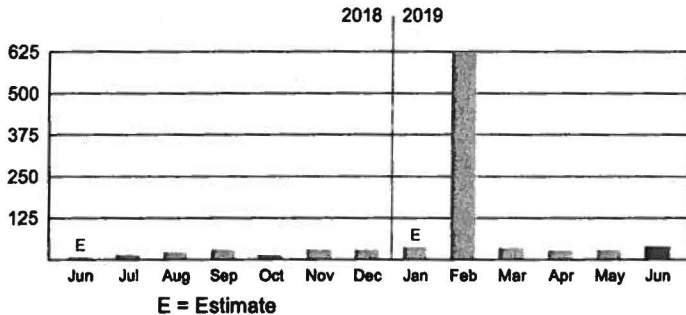
A = Actual E = Estimate

1 Billing Unit = 100 gallons

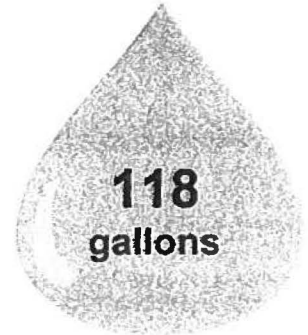
Total Gallons: 3,900

Billed Usage History (graph shown in 100 gallons)

- 3,900 gallons = usage for this period
- 748 gallons = usage for same period last year


Next Scheduled Read Date: on or about July 10, 2019
Account Type: Residential

Average daily use for this period is: (33 days)



Year to Date Billed Usage: 78,968 gallons

Account Detail

Account No.

Service To: 2298 STONEWOOD LN LEXINGTON, KY 40509-4417

Prior Billing	272.43
Payments	-59.70
Total payments as of May 22. Thank you!	
Balance Forward	212.73
Service Related Charges - 05/10/19 to 06/11/19	
Water Service	32.22
Water Service Charge	12.49
Water Usage Charge (39 x \$0.5059)	19.73
Other Charges	1.15
KRA Withdrawal Fee (39 x \$0.0296)	1.15
Total Service Related Charges	33.37
Taxes	2.00
Franchise Taxes (\$33.37 x 3.000%)	1.01
School District Tax (\$33.37 x 3.000%)	0.99
Total Current Period Charges	35.37
Total Balance (to pay in full)	248.10

Installment Plan Amount	30.00
Total Current Period Charges	35.37

Total Amount Due

\$65.37
Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

 For more information about your charges and rates, please visit:
<https://amwater.com/kyaw/rates>

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Your charges contain a change in pricing that was effective on 06/28/19. Please review the Account Detail section of your bill for more information.

For more information, visit www.kentuckyamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
*A convenience fee may apply



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Monthly Statement

Account No.:

Total Amount Due:	\$57.65
Payment Due By:	July 29, 2019

Billing Date: July 11, 2019
Service Period: Jun 12 to Jul 10 (29 Days)
Total Gallons: 2,200

Account Summary – See page 3 for Account Detail

Prior Billing:		\$248.10
Payments - Thank You!	=	\$65.37
Balance Forward:	=	\$182.73
Service Related Charges:	+	\$26.08
Taxes:	+	\$1.57
Total Balance (to pay in full):	=	\$210.38

Installment Plan Amount:		\$30.00
Total Current Period Charges:	+	\$27.65
Total Due - Pay This Amount:	=	\$57.65

Installment Plan Summary

Beginning Past Due Balance	\$323.73
Remaining Installment Plan Balance	\$182.73
Number of Installments Remaining	€

Account No.

Total Amount Due:	\$57.65
Payment Due By:	July 29, 2019



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

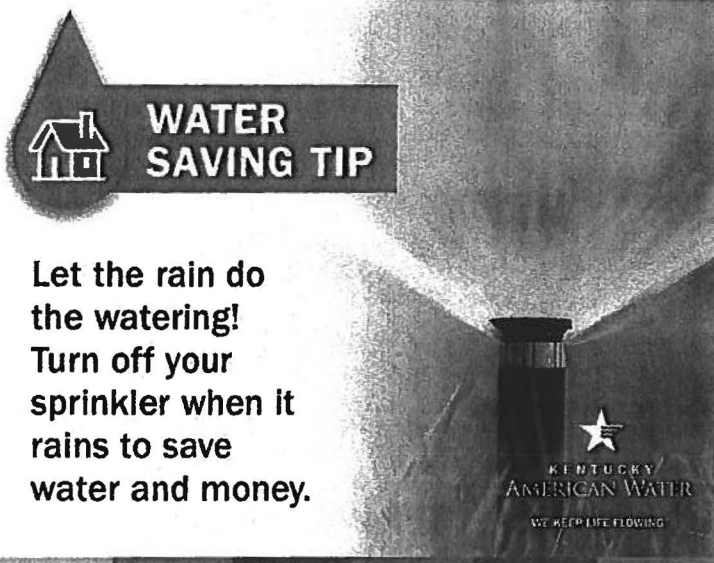
Amount Enclosed \$

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

Messages from Kentucky American Water

- On June 27, 2019, the Kentucky Public Service Commission approved a rate adjustment for all Kentucky American Water customers, effective June 28, 2019. This rate change is reflected on your bill.
- *****IMPORTANT WATER QUALITY MESSAGE:** 2018 Kentucky American Water annual water quality report is available. This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.pdf to view your 2018 annual water quality report or to request a paper copy call 800-678-6301.
- This summer, every drop counts. For tips on how to make water conservation a part of your daily routine, visit www.kentuckyamwater.com



CUSTOMER SERVICE
1-800-678-6301

HOURS: M-F, 7am-7pm • Emergencies: 24/7
TTY/TDD FOR THE HEARING IMPAIRED:
711 (and then reference Customer Service number listed above)

SERVICES

- Go Paperless:** Save time. Save money. Sign up for Paperless Billing and Auto Pay on My Account at amwater.com/myaccount. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Low Income Program.

EXPLANATION OF OTHER TERMS

- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at kentuckyamwater.com. Under Customer Service & Billing, select Your Water Rates.
- Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$_____ with my payment.

I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill

Auto Pay **Online** **In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
26984908	100 gal	5/8"	06/12/2019	07/10/2019	109 (A)	131 (A)	22	22.00	2,200

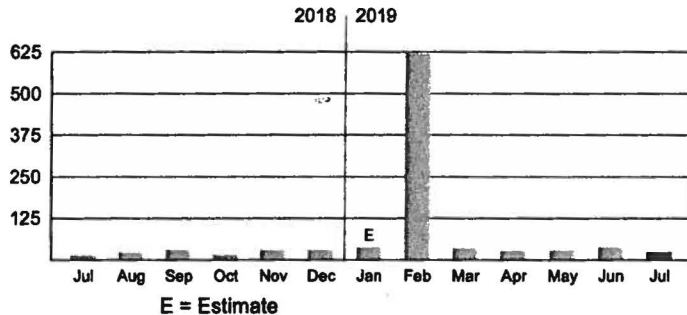
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 2,200

Billed Usage History (graph shown in 100 gallons)

- 2,200 gallons = usage for this period
- 1,496 gallons = usage for same period last year


Next Scheduled Read Date: on or about August 09, 2019
Account Type: Residential

Average daily use for this period is: (29 days)



Year to Date Billed Usage: 81,168 gallons

Account Detail

Account No.

Service To: 2298 STONEWOOD LN LEXINGTON, KY 40509-4417

Prior Billing	248.10
Payments	-65.37
Total payments as of Jun 26. Thank you!	-65.37
Balance Forward	182.73
Service Related Charges - 06/12/19 to 07/10/19	
Water Service	25.43
Water Service Charge	
06/12/19 to 06/27/19	6.89
06/28/19 to 07/10/19	6.72
Water Usage Charge	
06/12/19 to 06/27/19 (12.14 x \$0.5059)	6.14
06/28/19 to 07/10/19 (9.86 x \$0.5757)	5.68
Other Charges	0.65
KRA Withdrawal Fee (22 x \$0.0296)	0.65
Total Service Related Charges	26.08
Taxes	1.57
Franchise Taxes (\$26.08 x 3.000%)	0.79
School District Tax (\$26.08 x 3.000%)	0.78
Total Current Period Charges	27.65
Total Balance (to pay in full)	210.38

Installment Plan Amount	30.00
Total Current Period Charges	27.65

Total Amount Due

\$57.65
Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

 For more information about your charges and rates, please visit:
<https://amwater.com/kyaw/rates>

<This page is intentionally left blank and reserved for future messages>



WE KEEP LIFE FLOWING™

Service Address:

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at amwater.com/myaccount and make the selection for paperless billing.

For more information, visit www.kentuckyamwater.com



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
*A convenience fee may apply



Customer Service: 1-800-678-6301
M-F 7:00am to 7:00pm – Emergencies 24/7

▼ Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records. ▼

Monthly Statement

Account No.:

Total Amount Due:	\$66.44
Payment Due By:	August 29, 2019

Billing Date: August 13, 2019
Service Period: Jul 11 to Aug 09 (30 Days)
Total Gallons: 3,200

Account Summary – See page 3 for Account Detail

Prior Billing:		\$210.38
Payments - Thank You!	=	\$57.65
Balance Forward:	=	\$152.73
Service Related Charges:	+	\$34.37
Taxes:	+	\$2.07
Total Balance (to pay in full):	=	\$189.17

Installment Plan Amount:		\$30.00
Total Current Period Charges:	+	\$36.44
Total Due - Pay This Amount:	=	\$66.44

Installment Plan Summary

Beginning Past Due Balance	\$323.73
Remaining Installment Plan Balance	\$152.73
Number of Installments Remaining	5

Account No.

Total Amount Due:	\$66.44
Payment Due By:	August 29, 2019



WE KEEP LIFE FLOWING™

PO Box 790247
St Louis, MO 63179-0247

Service to: 2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

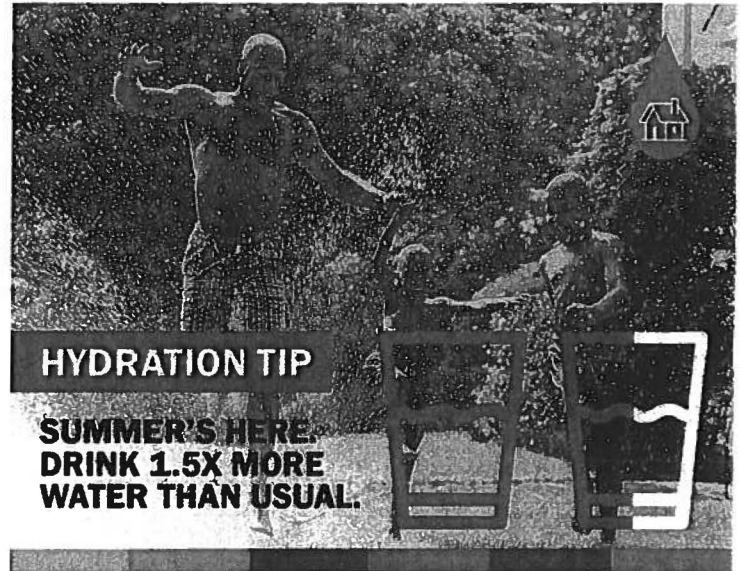
Amount Enclosed \$

MICHELLE SHEPHERD
2298 STONEWOOD LN
LEXINGTON, KY 40509-4417

KENTUCKY AMERICAN WATER
PO BOX 790247
ST LOUIS, MO 63179-0247

Messages from Kentucky American Water

- *****IMPORTANT WATER QUALITY MESSAGE: 2018 Kentucky American Water annual water quality report is available.** This report contains important information about your drinking water. Please go to www.amwater.com/ccr/lexington.pdf, www.amwater.com/ccr/owenton.pdf or www.amwater.com/ccr/fordhampton.pdf to view your 2018 annual water quality report or to request a paper copy call 800-678-6301.
- For more summer hydration tips, follow us on Facebook, Instagram and Twitter.



CUSTOMER SERVICE
 1-800-678-6301
 HOURS: M-F, 7am-7pm • Emergencies: 24/7
 TTY/TDD FOR THE HEARING IMPAIRED:
 711 (and then reference Customer Service number listed above)

SERVICES

- Go Paperless:** Save time. Save money. Sign up for Paperless Billing and Auto Pay on My Account at amwater.com/myaccount. Not registered? Log in and be sure to have your account number handy.
- Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit kentuckyamwater.com. Under Water Quality, select Water Quality Reports.
- H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit kentuckyamwater.com. Under Customer Service & Billing, select Low Income Program.

EXPLANATION OF OTHER TERMS

- Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you.
- Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.
- Disputes:** If you have questions or complaints about your bill, please call us at 1-800-678-6301 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!
- Rates:** A detailed listing of charges that make up your bill is available upon request by contacting Customer Service or visiting us online at kentuckyamwater.com. Under Customer Service & Billing, select Your Water Rates.
- Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

H2O HELP TO OTHERS PROGRAM - lend a hand to customers in need

I'm adding a one time contribution of \$_____ with my payment.

I'd like to add a recurring contribution to each bill of \$_____. I understand this amount will be added to each bill.

Address Change(s)

Name _____

Address _____

City _____

State _____ Zip Code _____

(____) _____ Mobile Number

Phone Number _____

E-mail Address _____

Other ways to pay your bill

	Auto Pay		Online		In Person
<p>Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!</p>		<p>With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).</p>		<p>We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.</p>	



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
26984908	100 gal	5/8"	07/11/2019	08/09/2019	131 (A)	163 (A)	32	32.00	3,200

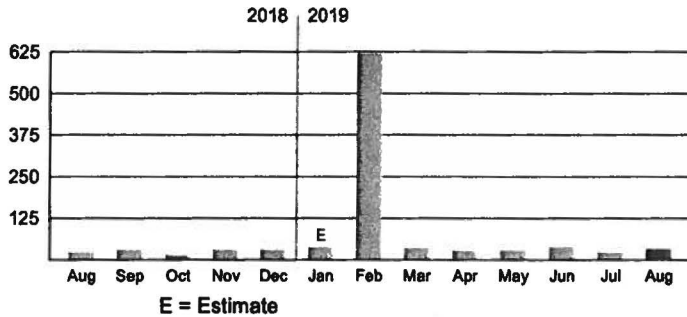
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 3,200

Billed Usage History (graph shown in 100 gallons)

- 3,200 gallons = usage for this period
- 2,244 gallons = usage for same period last year


Next Scheduled Read Date: on or about September 11, 2019
Account Type: Residential

Average daily use for this period is: (30 days)



Year to Date Billed Usage: 84,368 gallons

Account Detail

Account No.

Service To: 2298 STONEWOOD LN LEXINGTON, KY 40509-4417

Prior Billing	210.38
Payments	-57.65
Total payments as of Jul 24. Thank you!	
Balance Forward	152.73
Service Related Charges - 07/11/19 to 08/09/19	
Water Service	33.42
Water Service Charge	15.00
Water Usage Charge (32 x \$0.5757)	18.42
Other Charges	0.95
KRA Withdrawal Fee (32 x \$0.0296)	0.95
Total Service Related Charges	34.37
Taxes	2.07
Franchise Taxes (\$34.37 x 3.000%)	1.04
School District Tax (\$34.37 x 3.000%)	1.03
Total Current Period Charges	36.44
Total Balance (to pay in full)	189.17

Installment Plan Amount	30.00
Total Current Period Charges	36.44

Total Amount Due

\$66.44
Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Pass Through Charges:** Charges in this section, when applicable, are separated from other service related charges to provide visibility into what portion of your bill is being remitted to other entities. Payment received for these charges does not remain with American Water. While we may bill and collect for them, the payments received are passed along to other companies and agencies.
- **Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

 For more information about your charges and rates, please visit: <https://amwater.com/kyaw/rates>

<This page is intentionally left blank and reserved for future messages>